



ELIMINATING SITE SURVEYS

How To Put An End To Site Survey Requirements For Commercial Real Estate (CRE) Telecommunications Service Requests.

When tenants of CRE buildings request new connectivity services, a new circuit is required between the building's main telephone room (the demarcation point, or 'demarc') and the tenant's suite.

It has been a long running standard in the telecommunications industry that before a new service can be delivered, preliminary site surveys must be completed to properly quote for the necessary cabling and circuit installation.

The contractor dispatches a technician to the building to survey the cable pathways running from the building's main demarc, through the parking garage, and up the building's riser system to the tenant's suite, where their network room resides and the telecom circuit connection is located.

While these activities may sound like straightforward requirements, they are typically far from it. With congested cable pathways snaking through the building, site surveys are a very time-consuming and costly task.

For the most part, contractors are out to perform to the best of their ability, but "familiarity" is king. Without access to accurate, actively maintained documentation on a building's existing infrastructure, site surveys are performed over and over, regardless of how recently the last survey was completed.

If the contractor is unfamiliar with the building, the on-site technician often encounters many challenges (including site access restrictions, restricted access spaces, unknown building protocols, and congested pathways) that significantly increase the time it takes to complete the survey, resulting in inflated survey costs, frustrated tenants, and potentially inaccurate quotes from the contractor for the tenant's requested services.

THE SOLUTION

Under Concert Technologies' riserSAFE program, all necessary building stacking plans, documentation, pathway footages, and core capacities are compiled into a Virtual Survey and access is provided to the contractor on demand with Concert's Virtual Project Management (VPM) feature through riserSAFE's secure online portal.

Access to accurate, up-to-date pictures and data of the building's critical infrastructure removes the need for the contractor to physically be on site to perform a survey in order to provide an accurate quote.

Concert Technologies' Virtual Surveys eliminate the costs associated with preliminary site surveys, reduce contractor foot traffic, and minimize disruptions at the building, while also saving the tenant and property management from having to manage the service request.



riserSAFE[®]
TECH READY BUILDINGS
A Program of Concert Technologies

PROJECT MANAGEMENT SUPPORT ON-DEMAND

Concert's Virtual Project Management's (VPM) Virtual Survey feature eliminates the costs associated with preliminary site surveys, reduces contractor foot traffic, and minimizes disruptions at the building, while also saving the tenant and property management from having to manage routine service requests.

CHALLENGE

The tenant has a preferred contractor they want to perform work within the riser system and they get upset when they have to use a riser management company when the cost 'appears' to be more competitive with their own contractor, which they have built a relationship with.

The tenant's contractor needs access to the riser system to perform a site survey if they are not knowledgeable of your building's riser system infrastructure, costing the tenant more money and time to get their service.

The tenant orders Ethernet service from a telecom carrier and finds out the service cannot be provided as core holes are full of cabling and pathways are congested. This now becomes a costly expense on behalf of the ownership group as additional core holes may need to be drilled.

SOLUTION

Concert's VPM allows tenants to utilize their own contractor under the management of a Concert Project Manager, utilizing our updated secure web portal to direct and support the contractor while they perform their work on-site, reducing and, in many cases, eliminating the need for a site survey. This decreases the time and effort on both the tenant and on-site contractor, saving your tenant money and accurately updating and maintaining your building's infrastructure.

Concert's Virtual Site Survey eliminates the need for an on-site survey, as we are familiar with your building's processes and technology requirements through the knowledge gained by our technology profile assessment. This allows us to reduce tenant survey costs and ensure a seamless transition with accelerated delivery of services for both the tenant and contractor while supporting the building standards.

Concert's Technology Profile provides a baseline of core-hole capacities, so we can advise property management on future capacity issues. In emergency situations, Concert has devised a process to remove innerduct (the #1 issue with core-hole fill capacity limits) within only the core-hole itself (6" – 12" depending on slab thickness) and significantly free up core-hole space for a minimal expense.

